

Parking and Traffic Enforcement Annual Report

2017/18



London Borough
of Hounslow

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Foreword



Welcome to the London Borough of Hounslow's Annual Parking and Traffic Enforcement Report for the 2017/18 financial year. This report is produced to meet the council's reporting requirements as outlined in the Traffic Management Act 2004 guidance, as amended in November 2010.

As this report makes clear, the council provides a range of parking services for our residents, businesses and visitors to the borough. In turn our work in this area contributes to a wide range of strategic outcomes including safety, public health, environmental protection and economic growth. For example;

- Improving air quality by offering discounts on permits for low emission vehicles.
- Reducing danger for all road users by enforcing against dangerous driving and anti-social parking – particularly when it occurs outside schools.
- Supporting the productive turnover of parking spaces in town and neighbourhood centres, helping ensure there is good availability of parking spaces for prospective customers of our businesses.
- Improving traffic flow by enforcing against drivers who flout restrictions and cause congestion – this can help reduce the cost of servicing our businesses and the general time taken to travel around the borough by all road users.

Overall the number of Penalty Charge Notices has decreased with most of this in the area of Moving Traffic, which includes Yellow Box Junctions and banned turns, and bus lane enforcement. This demonstrates better compliance with traffic rules at many key locations across the borough following consistent enforcement.

It is important to note that any financial surplus made from parking charges or fines is primarily used to cover the cost of our Concessionary Transport schemes, including Blue Badges, Taxi Cards and Freedom Passes, which are managed within the same service. However, as can be seen from this report the service faced an overall shortfall requiring additional funding from the council's general fund to cover.

A significant change has been the introduction of Late Evening Enforcement in February 2018. The team of 6 patrol the borough from 07:00 – 01:00 every evening. As well as covering the Controlled Parking Zones they enforce yellow lines on junctions, footway parking and other complaint areas.

The Parking Service contract partnership with Ealing and Brent ends in July 2018. Each borough has agreed separate extensions with Serco and Hounslow agreeing to extend until December 2019. Further updates on the procurement of a new service will therefore be provided in next year's report.

Councillor Hanif Khan
Cabinet Member for Transport and Corporate Property

Introduction

London Borough of Hounslow is required to produce an annual report about its enforcement activities for each financial year. The report has to be published and as a minimum it has to cover the financial, statistical and other recommended data on Civil Parking Enforcement activity.

The Environment Service and Contract Management team delivers three core services: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and administration of permits. In addition it also provides transport inclusion services such as Blue Badges, Taxi Card, etc. but these do not fall under the auspices of the Traffic Management Act (TMA) 2004. This report focuses on the services regulated by the TMA and their performance including income derived from on-street parking charges and on- and off-street enforcement activity. Car park charges will be covered but this has no legislative bearing.

Any parking surplus generated, excluding income from car park charges, is governed by legislative restrictions contained within section 55 (as amended) of the Road Traffic Regulations Act 1984 and contributes to the cost of transport inclusion services.

Any queries on this report are contained in FAQs or you can email feedback@hounslow.gov.uk

Parking Policy

The London Borough of Hounslow has compiled a comprehensive document outlining the roles and responsibilities of Environment Service and Contract Management. The policy document is reviewed on a regular basis to ensure it remains up to date and represents best practise. The purpose of the document is to:

- Communicate clearly Hounslow Council's parking enforcement policy to motorists, who reside, work in or visit the Borough.
- Ensure that Hounslow Parking officers apply policy as required.
- Assist Parking officers in the decision making process, ensuring that consideration to parking matters demonstrate consistent high quality decision making.
- Help ensure that there is a consistent approach to initial advice and all parking matters by officers across the Borough.

London and Hounslow parking trends

General enforcement activity

Across London for 2017/18 the following was seen:-

Penalty Charge Notices (PCNs) issued increased from 5.13m to 5.62m

- Parking enforcement PCNs increased marginally to 3.67m from 3.5m in the previous year.
- Bus Lane PCNs decreased to 349k from 351k (-0.56%)
- Moving Traffic enforcement PCNs rose to 1.6m from 1.23m.

Hounslow has reflected this trend:-

- PCNs decreased by 2.89% from 121,202 to 117,694
- Parking enforcement PCNs increased by 3.9% from 84,465
- Bus Lane PCNs decreased by 23.4% to 6224 from 8124
- Moving Traffic enforcement PCNs decreased from 31,798 to 27,005

The decrease seen the enforcement of Moving Traffic and Bus Lane enforcement demonstrates that enforcement improves compliance and should have a positive impact on road safety and traffic flow. Further sites are being investigated that would benefit from enforcement action.

Appeals to the Adjudicator

Across London the number of appeals lodged with the independent appeals body London Tribunals dropped by 2.72% Hounslow followed this trend with the number of appeals lodged as a percentage of total PCNs also decreasing.

In 2017/18 38,093 appeals were lodged with London Tribunals across London, or just 0.68% of all PCNs issued. This compares with 39,459 or 0.79%, appeals in 2016/17. In Hounslow, in 2017/18 660 or 0.56% of PCNs went to London Tribunals, of these 67% were refused by the independent adjudicator. London-wide 51% of decisions were refused.

These figures reflect the quality of the work undertaken by the correspondence teams in ensuring that the initial challenges and representations are investigated and that the response address all the issues raised by the motorist.

A breakdown of appeals statistics and London Tribunal's annual reports, published towards the end of each calendar year, can be found at <http://www.londontribunals.gov.uk/about/annual-reports-and-appeal-statistics>

Parking Operations at Hounslow

Pay by phone parking



The pay by phone facility, currently provided by Ringo, is already available alongside the pay and display option in most areas. It offers motorists a convenient way to pay for their parking without the need to carry the correct change for a pay and display machine.

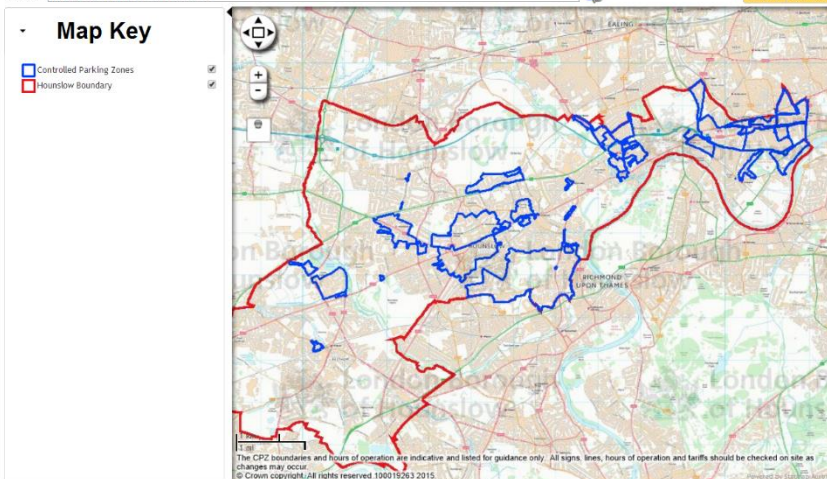
Several areas around the borough now only accept 'pay by phone'. These bays have the additional benefits of removing the need for costly implementation, maintenance and cash collection costs related to pay and display machines, as well as improving the street scene by removing pay and

display machines.

Interactive map

Controlled Parking Zones

Location: Enter postcode, street or house name



The council's interactive map is available to residents and visitors to find out whether a road or area is in a CPZ.

By clicking on a zone the days and hours of operations shown.

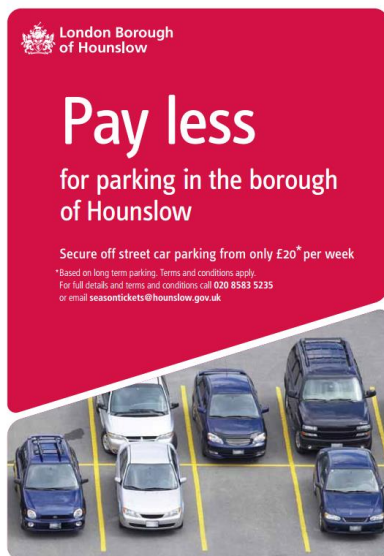
http://www.hounslow.gov.uk/index/transport_and_streets/parking/street_parking_zones.htm

Park Mark



The Parking team have continued the work in evaluating and improving council run car parks. We continue to work towards Park Mark accreditation for all of the car parks in the borough. The Park Mark scheme is designed to reduce crime and the fear of crime inside parking facilities by ensuring that the council implement a number of crime deterrents, including good lighting and surveillance. Currently Chiswick Town Hall, Brentford High Street and Prince Regent Road car parks are accredited. Once improvements works have been carried out at other car parks applications for accreditations will be submitted.

Season Tickets for car parks



The London Borough of Hounslow has a number of car parks, mainly situated in 5 areas: Hounslow, Brentford, Chiswick, Feltham and Isleworth.

Season tickets are available in many of them and applications are judged on a first come, first served basis. Annual permits can be paid quarterly, six monthly or annually and offer significant saving on daily P&D ticket purchase.

There are discounts available for bulk purchases of permits.

Contact the Season Tickets team on 020 8583 5235 or by email seasontickets@hounslow.gov.uk.

Further information can be found at

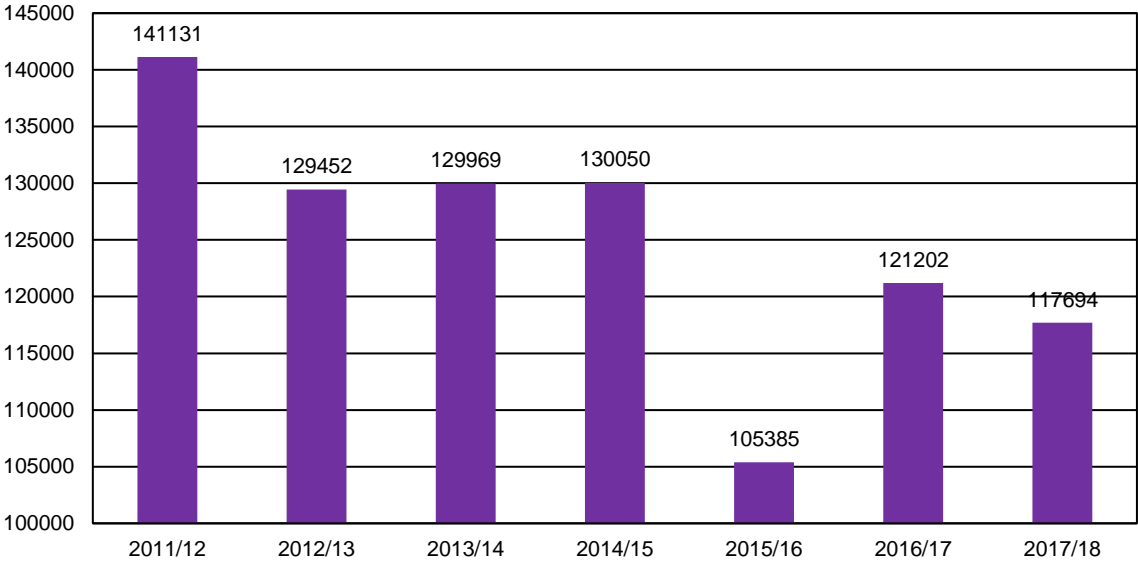
https://www.hounslow.gov.uk/info/20104/parking_in_hounslow/1123/season_tickets_for_car_parks

Performance

Enforcement

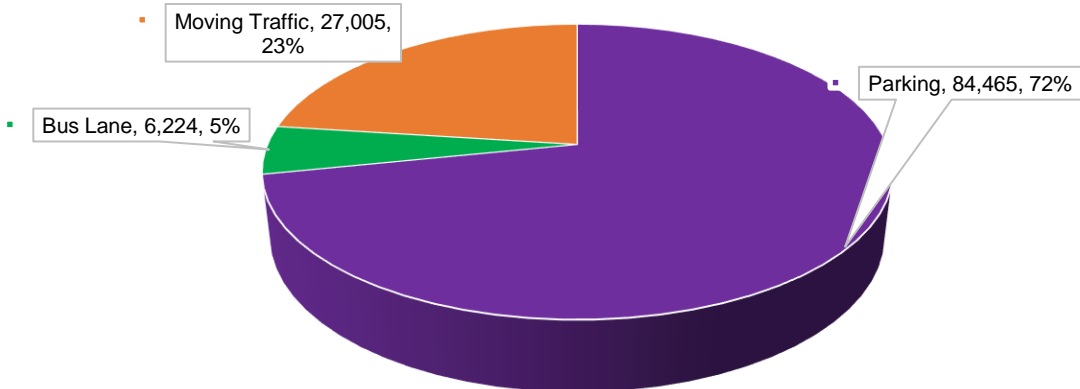
The total number of Penalty Charge Notices issued for 2017/18 was 117,694 which was a 2.88% decrease on last year.

PCNs Issued in the last 7 years



The following chart shows the breakdown of PCNs issued by type.

PCNs by Debt Type

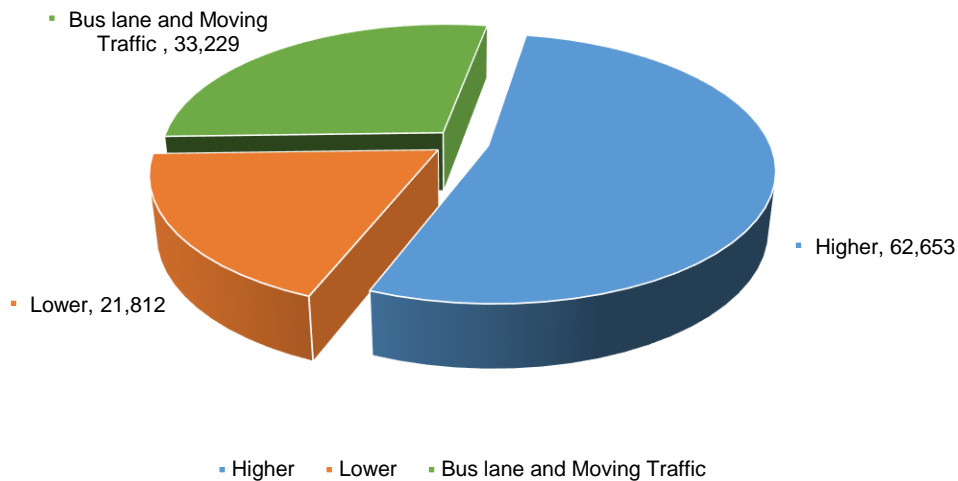


PCNs are charged based on the seriousness of the contravention. Examples of the higher charge penalties include parking on yellow lines, on footways and across dropped kerbs. Less serious contraventions include parking in a permitted bay without payment, after a Pay & Display ticket has expired or parking beyond the bay markings.

Of the 84,465 PCNs issued for parking contraventions over 74% were issued fell into the higher charge rate. Lower charge for PCNs is £60 and Higher charge is £110. A 50% discount applies if paid within 14 days. Bus Lane and Moving Traffic PCNs are charged at £130.

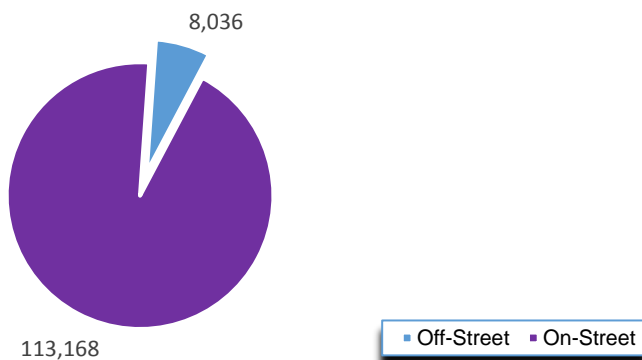
This reflects the emphasis of the enforcement team in ensuring that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.

Differential PCN Charges

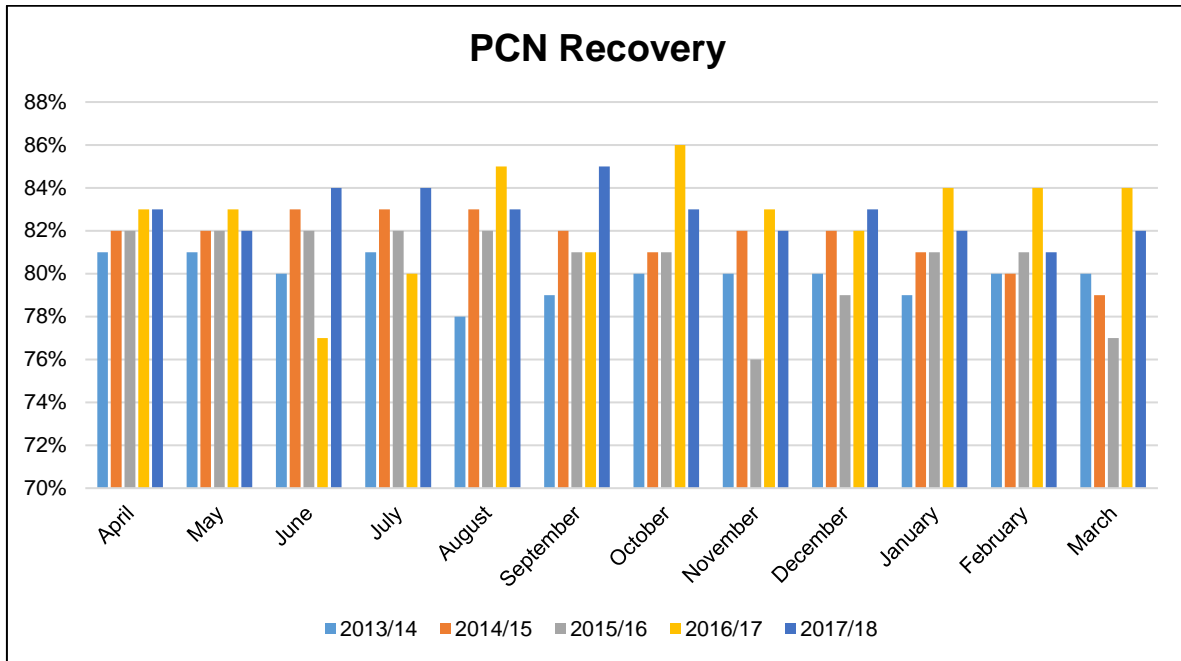


The following diagram shows the breakdown of PCN issuance between on-street parking, moving traffic & bus lane contraventions and off-street (car parks) locations.

PCNs Issued On Street v Off Street



The Council is committed to ensuring that debts are paid by motorists who contravene restrictions, and we and our Enforcement Agents take rigorous measures to ensure payment is received. As a result our recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by the number of unregistered vehicles, persistent offenders and foreign registered vehicles.

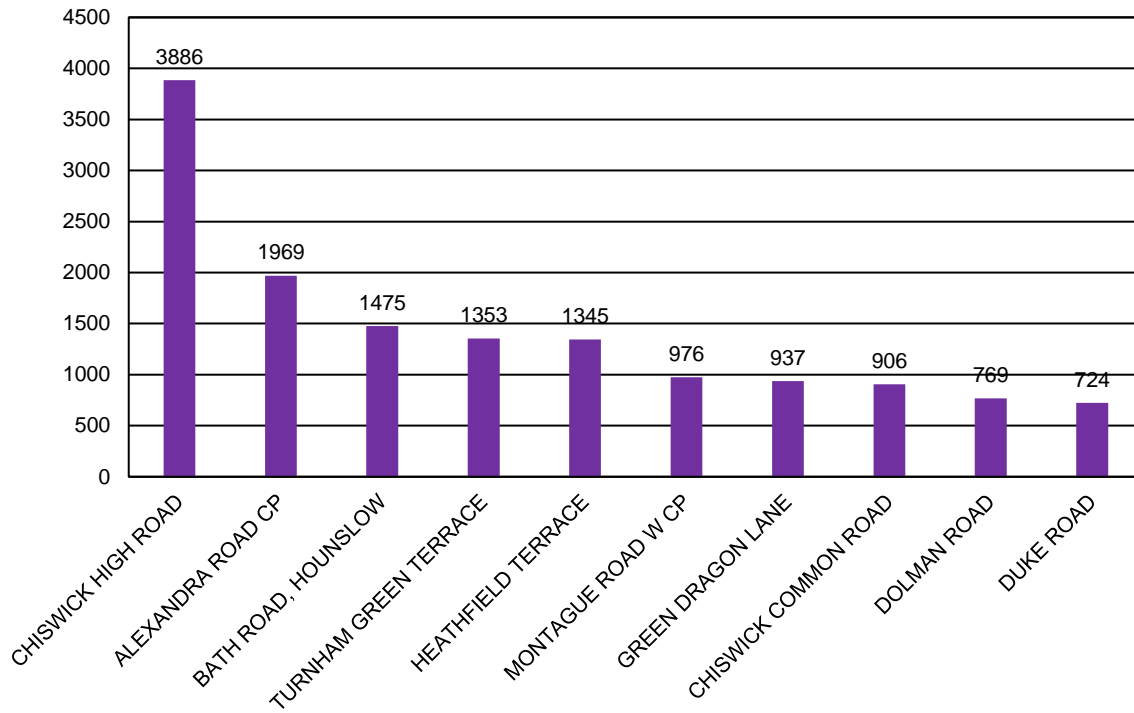


The following charts highlight areas in the borough where the highest number of contraventions occur. These numbers generally relate to either traffic volume or number of parking spaces involved.

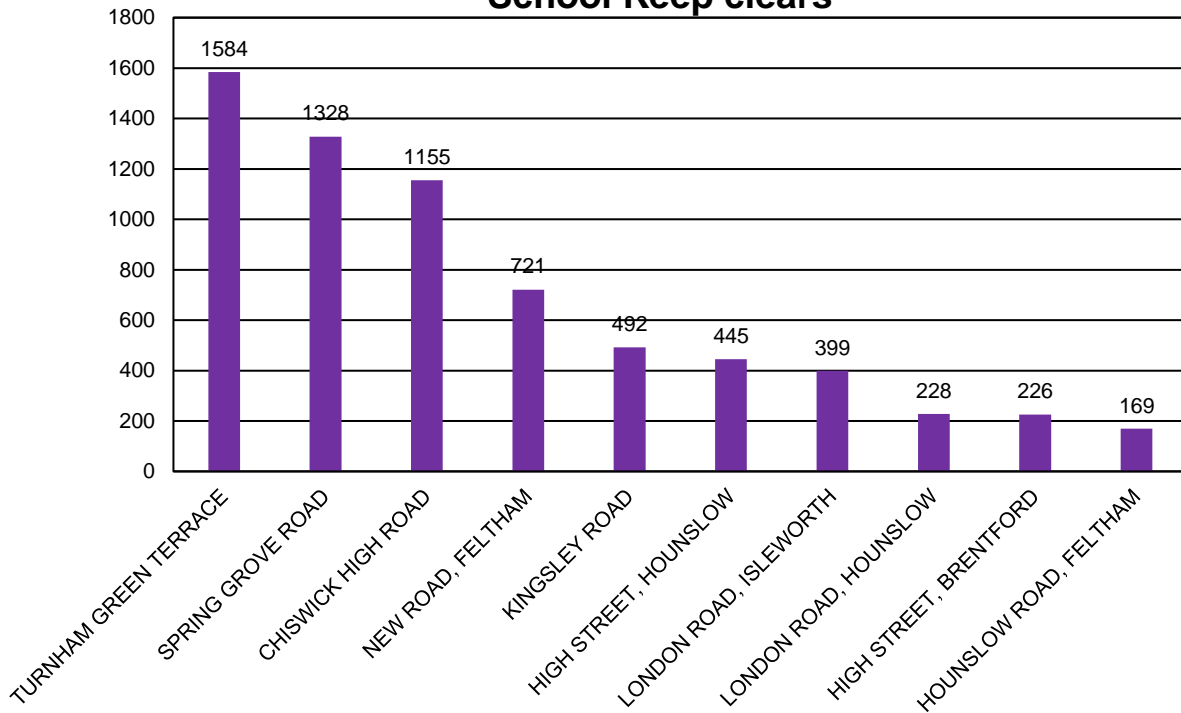
Chiswick High Road continues to be an area of low compliance. Parking enforcement along this road includes the Pay and Display and yellow lines restrictions. Due to the volume of traffic during peak hours the enforcement of bus lanes to ensure easy flow of public transport is considered vital.

The low level of compliance along Lionel Road North continues. Vehicles fail to pass the pedestrian refuge on the side indicated by the arrow. This site is enforced using a CCTV camera. In an effort to improve compliance a review of this location has been carried out. A yellow line has been introduced in 2018 to allow more space for motorist to negotiate this pedestrian refuge.

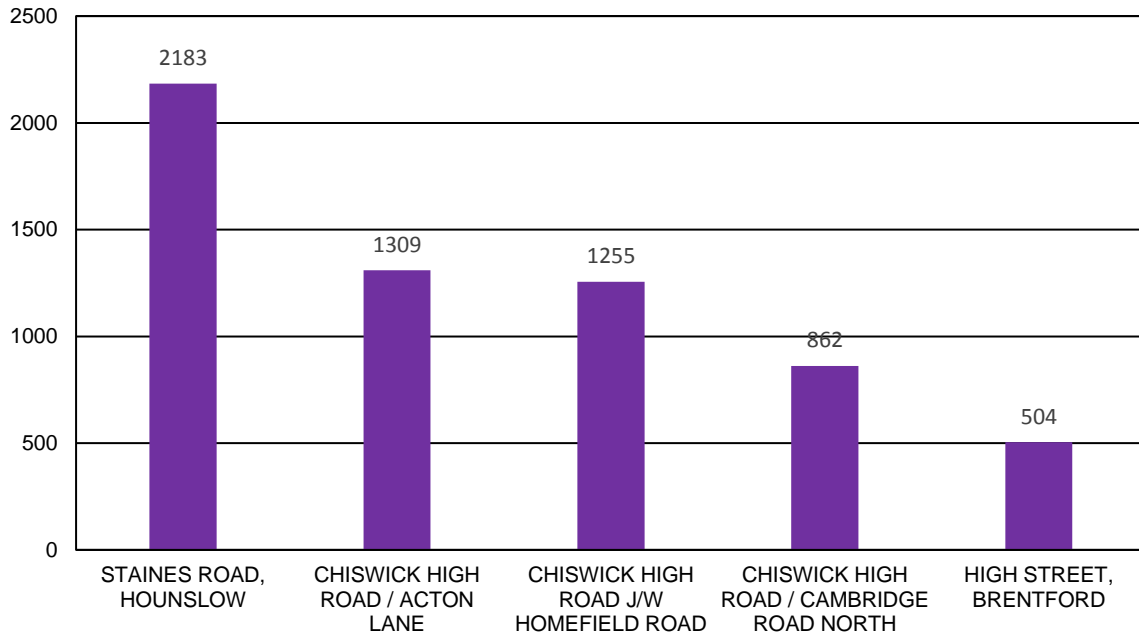
CEO Enforcement Locations



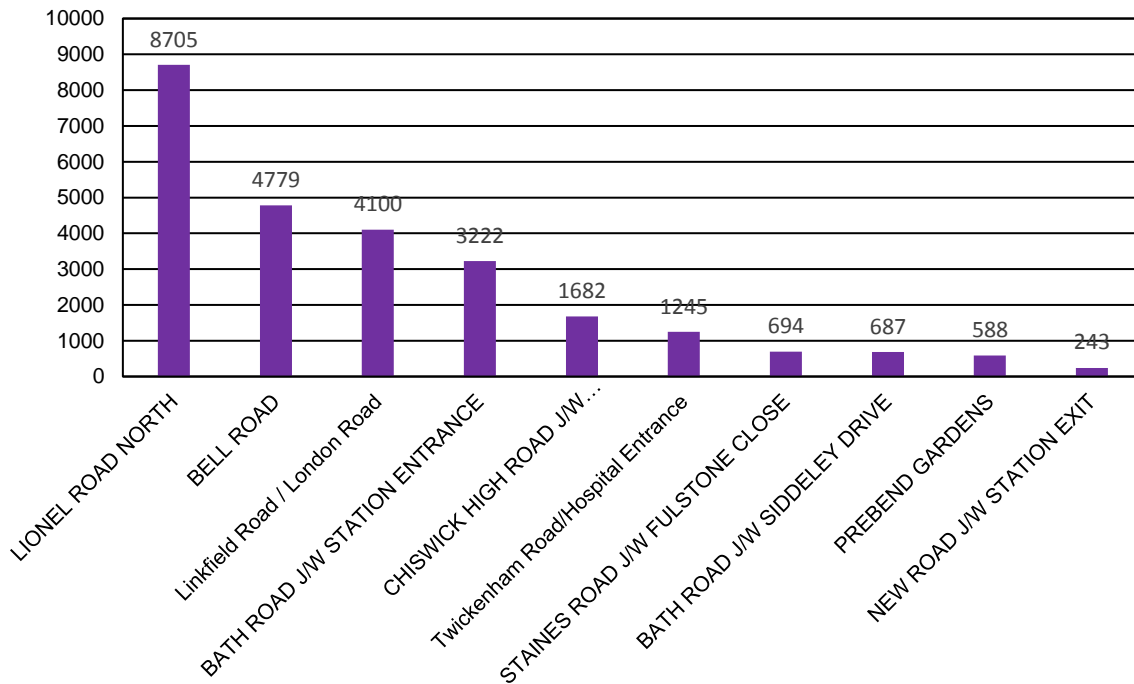
CCTV Enforcement Locations of Bus Stops & School Keep clears



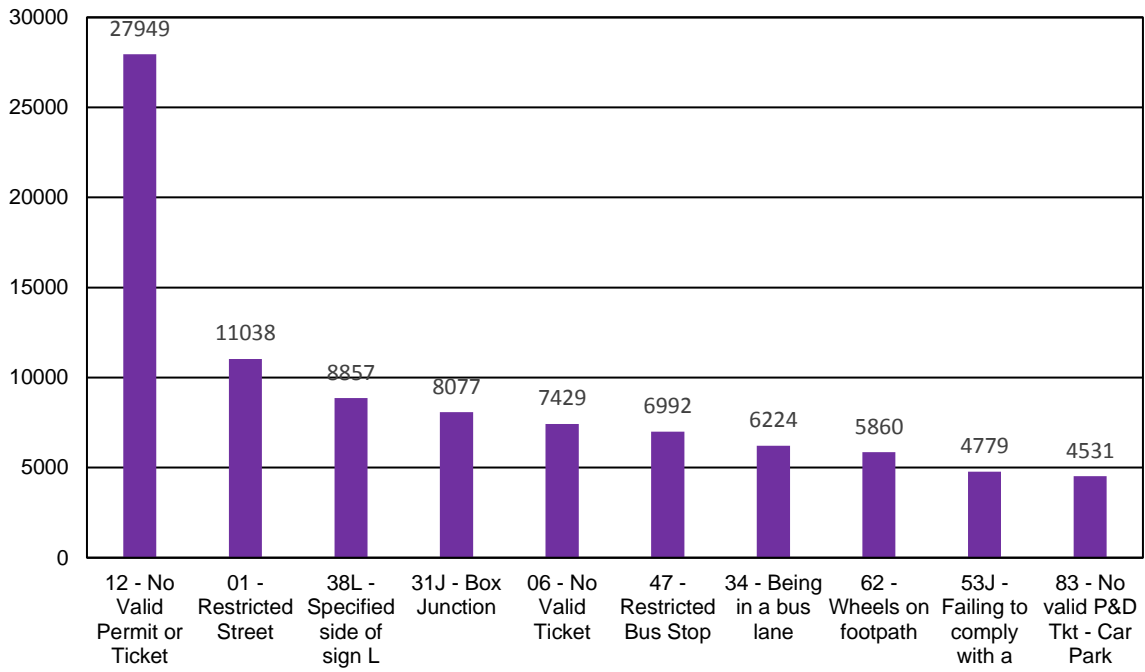
CCTV Enforcement - Bus Lanes



CCTV Enforcement - Moving Traffic Contraventions

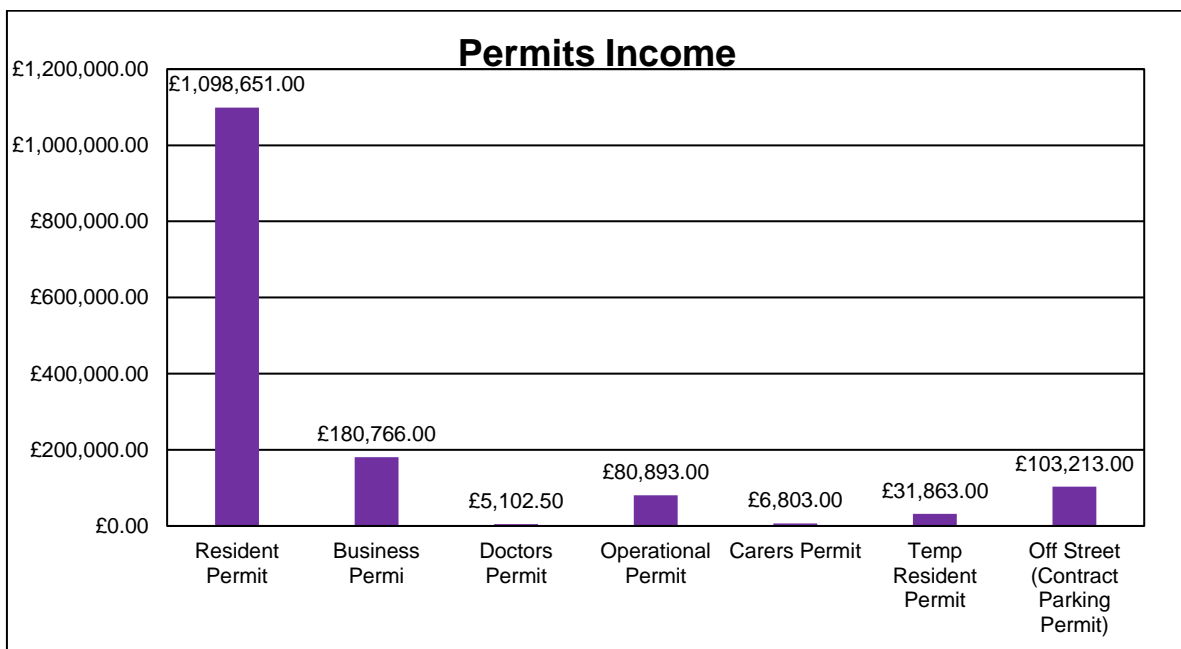
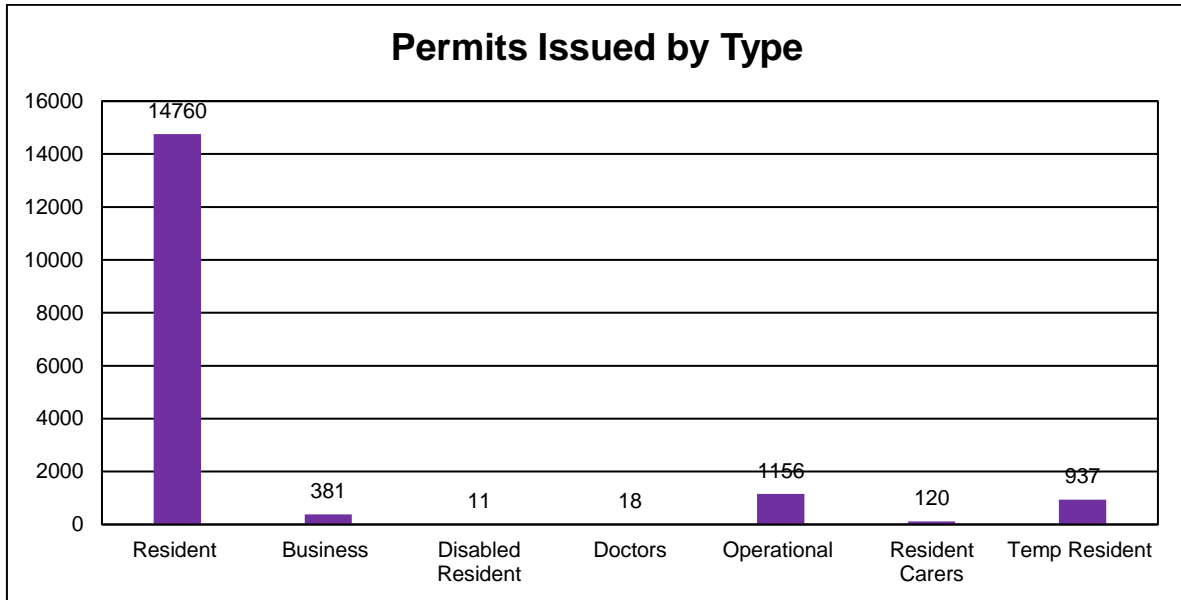


Contravention Codes



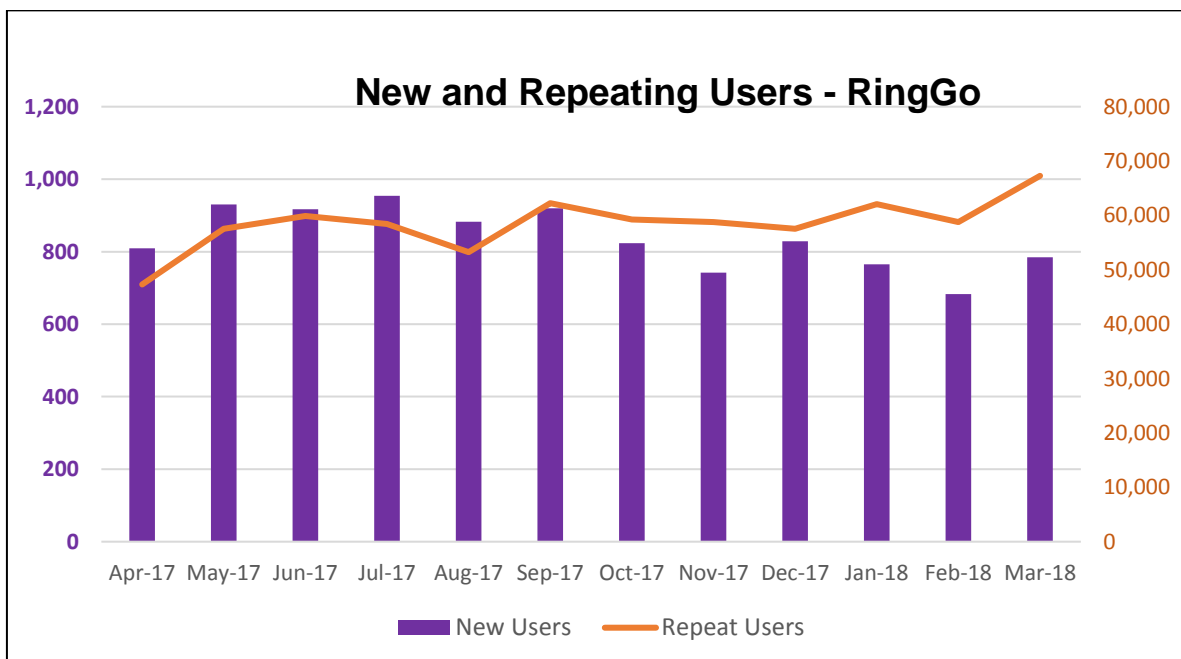
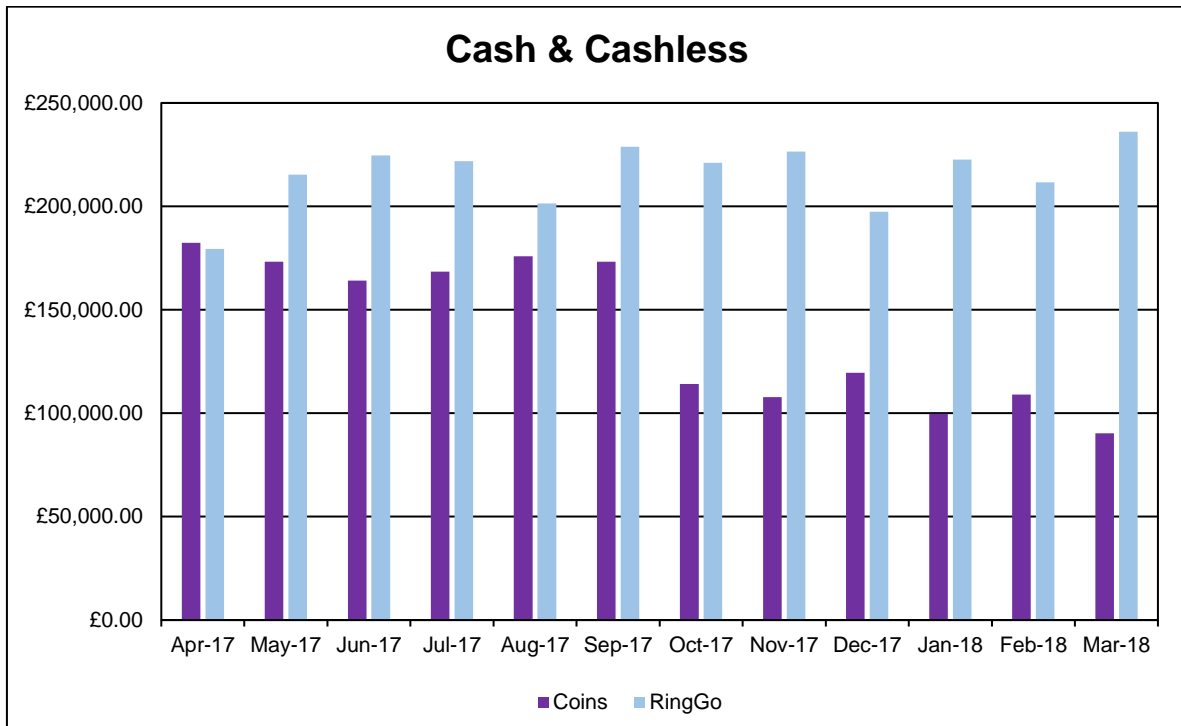
Permits

Permits are offered to meet the needs of various groups within the authority including residents, business and to a lesser degree carers and doctors. The authority offers a range of permits as well as the resident and business permits including carers, temporary resident and doctors' permits. Operational permits are available to staff who require the use of their vehicle while carrying out their work.



On-street and Car Park Income

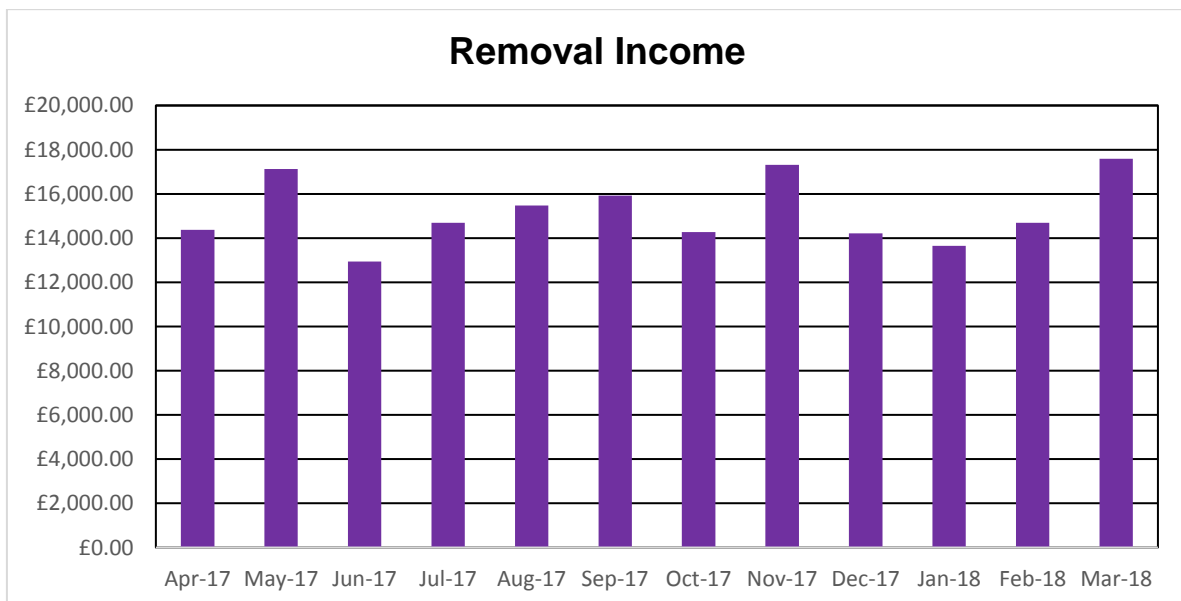
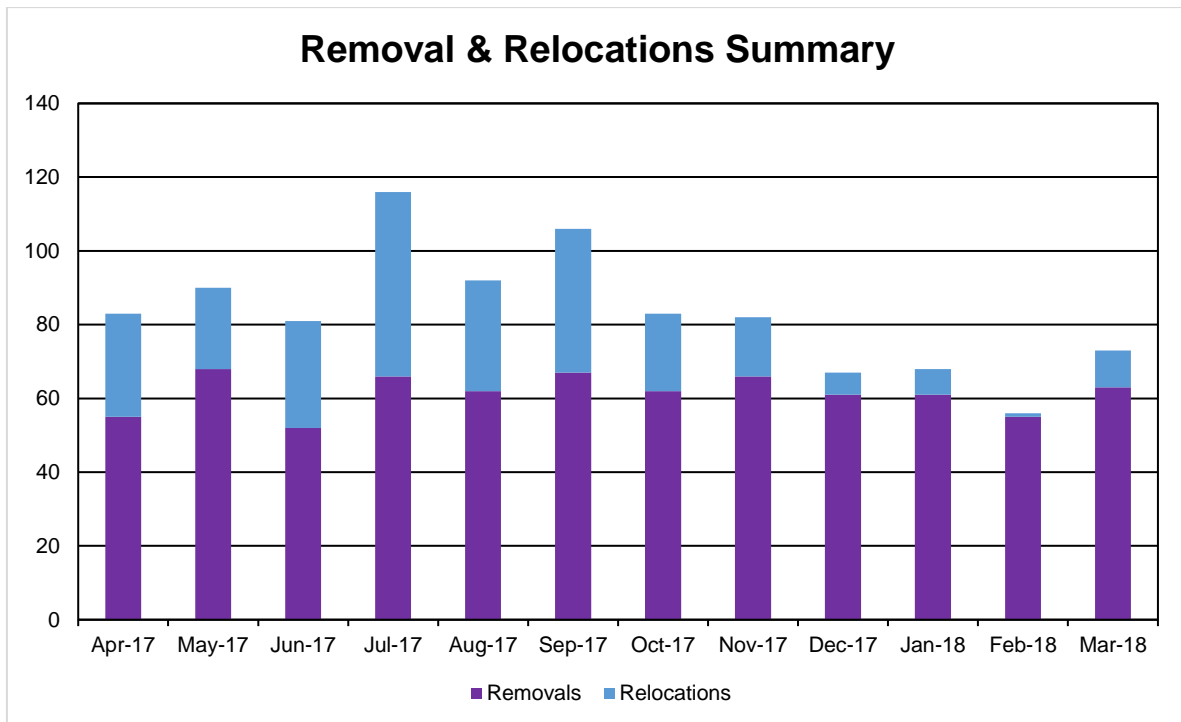
RingGo continues to provide the council's cashless parking payments solution. This is a convenient method of payment in the council run car parks and on-street parking areas. There is a requirement to use RingGo at any on-street locations where the machine is out of order either through vandalism or equipment failure. The continuing reduction in proportion of parking fees paid in cash supports the council's ongoing programme of rationalising parking meters.



Removals

The total number of removals for 2017/18 was 738 slightly down on the previous year. In addition to the removals there were 259 relocations carried out. The authority carries out relocations in areas where parking has been suspended and the records show that the vehicle was parked before the signs were erected. However, the bulk of the relocations carried out were to support Hounslow Highway's programme of carriageway and footway resurfacing.

Vehicles parking on yellow lines near junctions, disabled bays, footways and obstructing dropped kerbs/crossovers are removed as a priority.



CCTV Enforcement

CCTV Enforcement

Closed circuit television (CCTV) cameras for enforcement are used to improve traffic flow and encourage compliance. It also helps to reduce congestion and unnecessary obstructions in parking, and to ease traffic for buses, taxis and other motorists. CCTV cameras are used to enforce bus stops, moving traffic and bus lane restrictions

The introduction of new cameras and technology has seen efficiencies in the processing of contraventions, in the volume of contraventions observed and in the deployment of resources. The unattended cameras record all vehicles committing contraventions and log them ready for an operator to review and approve before issuing a Penalty Charge Notice (PCN). This requires considerably less staff to operate and the saved resources can be utilised elsewhere.

The CCTV cameras and equipment used by the council are approved and certified by the Department for Transport (DfT). Penalty Charge Notice (PCN) issued through CCTV observations are sent through the post.

School Keep Clear CCTV Enforcement

We recognise the importance of road safety, especially at schools, and we deploy to schools daily to enforce School Keep Clears to assist with the free flow of traffic and to maintain the safety of pupils and other road users. The council has worked closely with the Traffic & Transport department and the MET Police to identify ways of improving safety outside schools and have developed a school enforcement plan which is aimed at tackling parking on school keep clear markings.

The council has purchased 4 cameras to be used to enforce school Keep Clear restrictions. They will be deployed at schools where significant parking issues are identified. As compliance improves they will then be redeployed to another school.

The use of CCTV has improved driver behaviour and increased compliance. Feedback from schools and parents has been positive and acknowledges that the work we have undertaken has made a real difference to the safety of pupils and parents.

Mobile CCTV Enforcement

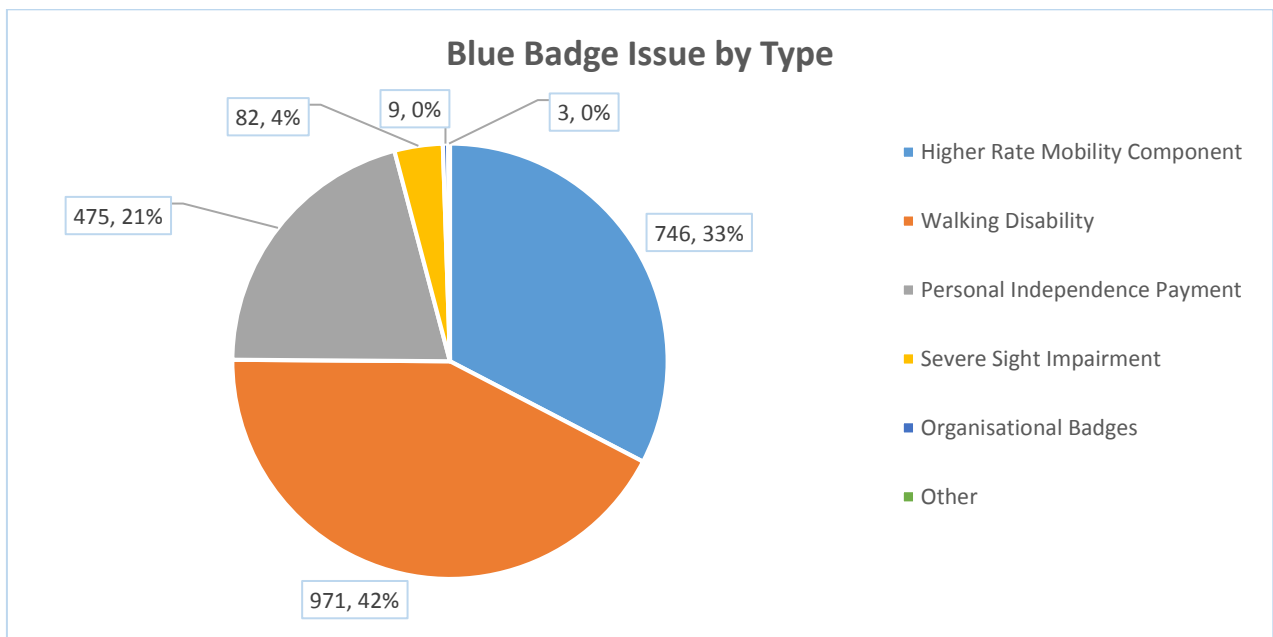
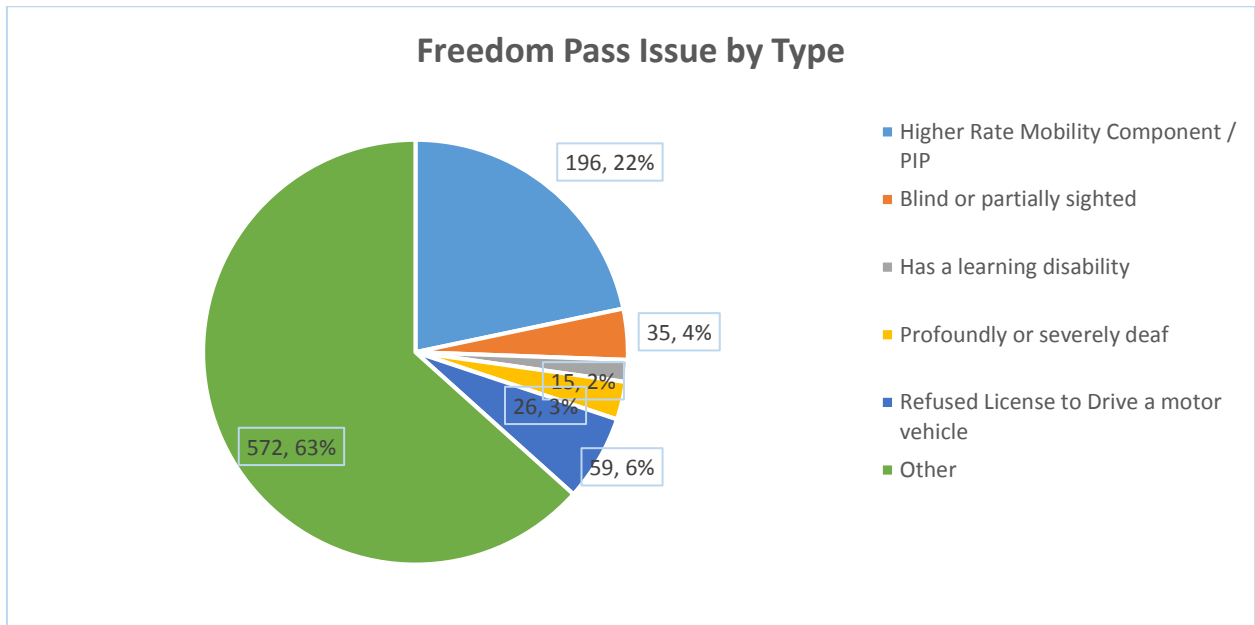
The service also operates two mobile CCTV vehicles equipped with Automatic Number Plate Recognition (ANPR) which have the ability to quickly establish if vehicles are legitimately parked, improving the levels of efficiency for officers. It has also given us more flexibility to respond to demands from the public for action to be taken. These vehicles are normally seen at locations such as junctions where there are banned turns, and outside school areas.

Concessionary Transport Unit

The Concessionary Transport Unit (CTU) handles all applications for Disabled Persons Parking Badges (Blue Badges) and Disabled Persons Freedom Passes made by residents of the borough.

The budget surplus from Parking enforcement and parking charges funds the concessionary travel schemes.

The following charts shows the breakdown of successful applications.



Financial Report

	2015/16 Actuals £'000	2016/17 Actuals £'000	2017/18 Actuals £'000
On Street Parking Income & Expenditure			
PCN Income	4,656	5,793	5,509
Machine Collections	2,737	2,866	3,149
Permits & other	2,122	2,543	2,669
Total Income - On Street Parking	9,515	11,203	11,327
Total Expenditure - On Street Parking	-2,258	-2,056	-1,936
Net Surplus - On Street Parking	7,257	9,147	9,391
Off Street Parking Income & Expenditure-			
PCN Income	242	210	185
Machine Collections	1,410	1,452	1,116
Permits & other	208	188	263
Total Income - Off Street Parking	1,859	1,850	1564
Total Expenditure - Off Street Parking	-2,376	-2,186	-1,908
Net Surplus – Off Street Parking	-517	-335	-344
Net Income – On/Off Street Parking	6,740	8,811	9,047
Concessionary Fares	-9,447	-9,397	-9,127
Remaining Surplus after application to Concessionary Fares and Off Street Parking	0	0	0

The surplus income from enforcement and parking charges in the main is used to finance the costs of Concessionary Fares initiatives such as Freedom Passes for those reaching retirement age, administration of Blue Badges and meeting the costs of Taxi Card and other disabled persons transport costs.